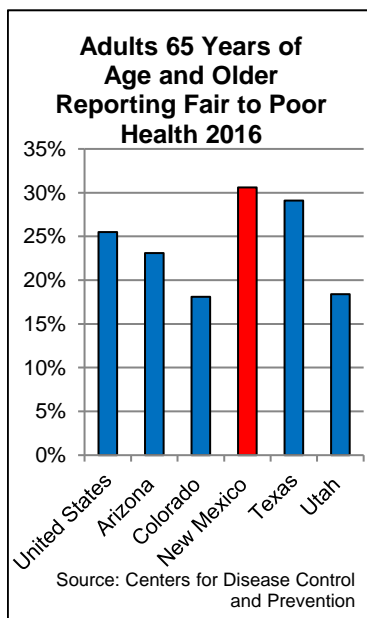
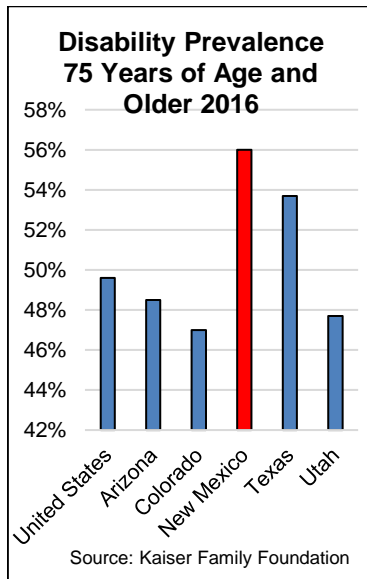


ACTION PLAN

| | |
|--------------------------|-----|
| Submitted by agency? | Yes |
| Timeline assigned? | Yes |
| Responsibility assigned? | Yes |



Aging and Long-Term Services Department

The Aging and Long-Term Services Department and the agency designated as the non-metro area agency on aging, the North Central New Mexico Economic Development District (NCNMEDD), spent much of FY18 in conflict. The contentious year led to a special audit with findings of misspent funds, referrals to the federal office of inspector general, and talk from the department of clawing-back funds from NCNMEDD. In an effort to improve oversight of the aging network contract, the department split the contract for aging network services into three, with each representing one of the three planning and service areas (PSA) NCNMEDD currently serves. In the past, the department's contract with the non-metro area agency on aging (AAA) was a single contract encompassing all three non-metro PSAs.

Aging Network

A report of the Aging Network from the consulting firm Health Management Associates Incorporated (HMA) found that the current six planning and service area (PSA) structure is needlessly complicated, leading to inconsistent policies, poor oversight, and discontent among providers. HMA recommended the department revisit this structure and choose to either convert the entire state to a single PSA or reduce the number of PSAs to three with each representing a region of the state. The department also requested additional special appropriation funding for further consulting services.

Budget: \$36,882 **FTE:** 16

| Measure | FY17 Actual | FY18 Actual | FY19 Target | Q1 | Q2 | Q3 | Rating |
|--|----------------|----------------|----------------|--------|--------|--------|----------|
| Older New Mexicans whose food insecurity is alleviated by meals received through the aging network | 123% | 116% | 95% | 84% | 88% | 86% | Y |
| Hours of caregiver support provided | 397,598 | 357,721 | 400,000 | 83,083 | 86,800 | 95,925 | R |
| Program Rating | G | Y | | | | | Y |

Consumer and Elder Rights

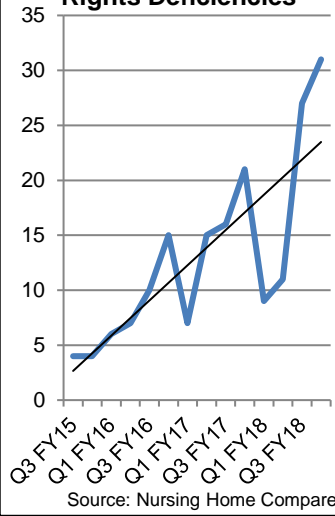
According to data on the federal Centers for Medicare and Medicaid Services Nursing Home Compare website, nursing home residents' rights deficiencies increased from about four per quarter in FY15 to 31 in the fourth quarter of FY18. Section 28-27-4 NMSA 1978 requires the state ombudsman to identify, investigate, and resolve complaints made by long-term care residents that relate to action, inaction, or decisions adversely affecting the health, safety, welfare, or rights of residents in long-term care facilities. Aside from the measure on timely ombudsman complaint resolutions, data showing how well the state is doing at protecting the rights of long-term care residents is thin.

PERFORMANCE REPORT CARD

Aging and Long-Term Services Department

Third Quarter, Fiscal Year 2019

New Mexico Nursing Home Residents' Rights Deficiencies



Budget: \$4,599.9 FTE: 47.5

| Measure | FY17 Actual | FY18 Actual | FY19 Target | Q1 | Q2 | Q3 | Rating |
|--|-------------|-------------|-------------|-----|-----|-----|--------|
| Ombudsman complaints resolved within sixty days | 90% | 92% | 95% | 98% | 94% | 95% | G |
| Residents requesting short-term transition assistance from a nursing facility who remained in the community during the six month follow-up | 86% | 82% | 85% | 86% | 87% | 82% | G |
| Calls to the aging and disability resource center that are answered by a live operator | 85% | 71% | 85% | 55% | 81% | 90% | G |
| Program Rating | G | Y | | | | | G |

Adult Protective Services

The program does not report on repeat maltreatment, hampering the state's ability to determine the effectiveness of interventions. The measure of emergency or priority one investigations in which a caseworker makes initial contact within prescribed time frames does not measure progress since the result is routinely in the 99 percent range, justifying a yellow rating for this measure. Current data and performance measures make it difficult to assess the effectiveness of the program in preventing maltreatment.

Substantiated Allegations by Type

| Type | FY16 | FY17 | FY18 |
|--------------|-------|-------|-------|
| Abuse | 165 | 82 | 71 |
| Neglect | 108 | 109 | 109 |
| Self-Neglect | 949 | 730 | 829 |
| Exploitation | 141 | 161 | 119 |
| Sexual Abuse | - | 1 | - |
| Total | 1,363 | 1,083 | 1,128 |

Source: Adult Protective Services

Budget: \$13,362.6 FTE: 132

| Measure | FY17 Actual | FY18 Actual | FY19 Target | Q1 | Q2 | Q3 | Rating |
|---|-------------|-------------|-------------|-------|-------|-------|--------|
| Adult protective services investigations of abuse, neglect or exploitation | 6,233 | 6,671 | 6,100 | 1,643 | 1,613 | 6,150 | Y |
| Emergency or priority one investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed time frames | 99% | 99% | 98% | 99.8% | 99.8% | 99.6% | Y |
| Adults receiving in-home services or adult day services as a result of an investigation of abuse, neglect or exploitation | 1,181 | 1,213 | 1,500 | 873 | 955 | 1,008 | G |
| Program Rating | Y | Y | | | | | Y |

Average Annual Investigations Per Case Worker

| Region | FY16 | FY17 | FY18 |
|-----------|------|------|------|
| Metro | 108 | 105 | 137 |
| Northeast | 83 | 98 | 114 |
| Northwest | 125 | 102 | 132 |
| Southeast | 76 | 76 | 77 |
| Southwest | 109 | 107 | 117 |
| Statewide | 99 | 99 | 117 |

Source: Adult Protective Services